

## **City of Colonial Heights Telecom Proposal and Scope of Work**

### **Section 1: General proposal information and service requirements**

#### **1.1 Intent of the Proposal:**

The intent of this RFP is for the City of Colonial Heights (Hereto known as CCH) to seek a vendor to provide an all-inclusive end-to-end telecommunication solution, which includes telephony equipment(s), unified communication solution, local and long distance voice services, multisite WAN data connectivity and maintenance services and support for the equipment provided within this RFP. Each Vendor is encouraged to propose methods of voice connectivity from the new IP/PBX to each remote regional office and may partner with other local, regional or nation provider(s) of equipment and voice/data services if necessary to complete the RFP requirement.

The solution must include the furnishing of all equipment, accessories, installation labor, training and or any other materials necessary for the successful implementation of this RFP. The desired functions and any other requirements listed in this RFP, should serve as the base requirement for any solution proposed.

Vendor(s) are highly encouraged to provide alternative methods of providing telephony functionality and services to the City. Technology such as “Hosted” or “Cloud” based or monthly subscription based IP telephony solutions combined with Voice/Data services will be considered and evaluated equally if the vendor can demonstrate that the functionality, upgradability and reliability of the solution are equal to or better than a traditional on premise VoIP / IP PBX telephone system.

#### **1.2 Clarification of Proposals:**

- 1.2.1 Prior to acceptance of any proposal and negotiation of contract with any vendor, any or all vendors may be contacted for additional information, pricing or discussion of their proposed System. As noted elsewhere in this RFP any and all information provided in relation to this RFP proposal, should your company be selected as finalist, will be included as addendums to the final contract..

#### **1.3 Service Level Agreements and Call Escalation Process:**

- 1.3.1 A comprehensive Service Level Agreement (SLA) outlining system uptime guarantees, voice/data service outage penalties and uptime guarantees, penalties for non-performance and failure to meet guaranteed response times on all service and maintenance agreement. The SLA must also outline remedy conditions which includes loaner equipment, guarantees, and recovery time and redundancy benchmarks. Vendor must also outline the penalties for failure to meet the outlined remedy conditions.

- 1.3.2 Detail information regarding service calls procedures, service escalation procedures and repair procedures. Each vendor should clearly state and provide CCH with trouble notification, procedures and trouble ticket reporting systems (ie. System to enter trouble tickets, tracking and or notification of trouble tickets.).

#### 1.4 Warranty and Repair Service Requirement:

- 1.4.1 The awarded vendor will become the sole “point of contact” for all equipment, voice/data service problems, repairs and warranties for *all* equipment as it relates to this RFP. In any case where the regulated telephone company providing the voice / data service, and not the vendor, is responsible for clearing the problem, the vendor shall use its best efforts to obtain telephone company repairs, which meet the repair times of their most valuable customers.

- 1.4.2 Vendor shall provide a warranty service agreement, in form and substance satisfactory to CCH, which provides for prompt service, 24 hours per day, seven days per week by adequately trained personnel located in or near Central Virginia, e.g. Richmond Vicinity. Vendor shall make every reasonable effort and take every reasonable step to cure a *catastrophic or major problem* of the System within two hours after notification thereof, to cure a *critical station line problem* within four hours after notification thereof, and to cure a *minor problem* within 24 hours after notification thereof. Notification of minor problems may be given only during normal working days, Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Notification of a *catastrophic, major, or critical* station line problem may be given at any time. If a catastrophic, major, or critical station line problem remains uncorrected for two calendar days after notification, then in addition to other remedies provided for herein or by law, CCH may, at its option, arrange for correction of the condition by a third party and vendor agrees to reimburse CCH for the cost of such correction.

- 1.4.3 A *catastrophic problem*, for the purposes of this Agreement, shall include any single or combination of the following problems:
- Complete inability to make or receive station-to-station calls.
  - Complete inability to receive incoming trunk calls.
  - Complete inability to make outgoing trunk calls.
  - Complete inoperability of a: Server, Gateway, et cetera, if installed as part of the base system.
  - Complete outage of any console.
  - Complete inability to access the Internet or loss of WAN connectivity between City buildings.
- 1.4.4 A *major problem*, for the purposes of this Agreement, shall include a minimum outage of any single group or combination of the following groups of facilities:
- 10 percent of central office trunks.

- Special trunks (FX, WATS, and tie lines), et cetera.
  - 10 percent of (IP, Digital or Analog) lines/stations.
  - 10 percent of stations.
- 1.4.5 A *critical station line problem*, for the purposes of this Agreement, shall be defined as a problem involving any of approximately 30 station lines designated as critical by CCH and agreed to in writing by vendor and CCH prior to installation. CCH, as needed, shall update such critical station line list. CCH will be responsible for notifying the vendor each time a trouble report involves a critical station line.
- 1.4.6 Any repair needed other than those defined above shall be deemed a "minor problem".
- 1.4.7 The entire telephone system shall be electrically continuous and effectively grounded.
- 1.4.8 The selected vendor must be willing to accept CCH Agent status with regards to coordinating ALL voice/data services installation during the implantation and after implementation of the new system. This includes network connectivity, VoIP, to all remote CCH locations.
- 1.4.9 Each vendor is requested to state separately the cost of a complete warranty for the System for a period of the contract after receiving written acceptance of the System from CCH, to maintain the System in good operating condition and repair and to perform any and all labor and to supply parts, whether for replacement or repair, necessary in connection herewith. This warranty shall cover all necessary repairs and/or replacements, regardless of the cause thereof, whether occasioned by faulty parts or workmanship, ordinary wear and tear, improper power supply, or for any other cause, or without any apparent cause, excepting only damage resulting directly from abuse of the equipment by CCH.
- 1.4.10 System parts used by vendor in making replacements or repairs, shall be equivalent to new-in-performance. Vendor shall maintain in or near CCH's premises such other parts and equipment as shall enable it to render in an expeditious manner the service herein covenanted to be furnished. Vendors agree not to hold CCH liable for spare parts left onsite from damages, theft, and or any other reasons while the parts are left on the premise of CCH and or any other remote sites.
- 1.4.11 CCH reserves the right before, during, and after any service agreement with vendor to move station equipment as long as such movement of equipment is in conformance with telephone industry standards.
- 1.4.12 As part of the warranty service and any subsequent maintenance agreement, vendor shall provide periodic traffic studies and/or network analysis as requested by CCH. These studies shall be provided at no additional charge to CCH as long as frequency of requests is not greater than once per month. Vendor shall furnish CCH the raw data collected from the System, as well as any summary information normally provided.

- 1.4.13 Vendor shall provide CCH with appropriate binding assurances and written statements from the equipment manufacturer, to the effect that the equipment manufacturer will warranty, maintenance or repair the equipment, in the event vendor fails or is unable to perform its obligations hereunder, perform the same on the terms herein stated. **This is a mandatory requirement.**

## **1.5 Maintenance Requirement and Agreement:**

- 1.5.1 At the election of CCH, vendor (and/or manufacture) shall enter into an Agreement with CCH to service the System for periods of three years, with the addition of one year increments upon the agreement of both parties.
- 1.5.2 Such Agreement shall obligate vendor to provide service without charge for parts or labor (except for the monthly/annual charge hereinafter described). Service during the term of each such agreement is to be equivalent to that provided during the 36-months warranty period, as outlined above. Such Agreement shall provide for payments by CCH to vendor during the term of such Agreement as follows:
- A. If CCH elects to have the Agreement cover the switching equipment, console, and *ALL* associated equipment, then the payment for the first year of such Agreement shall be specified as a fixed dollar amount per telephone, or port, or seat/license, user license (or combination thereof), per month or other predetermined schedule of charges. Subsequent renewal terms of one year each shall not increase from such specified schedule, except in the same or lesser proportion as the Revised Consumer Price Index or another index mutually agreed upon by vendor and CCH for Richmond VA. Standard Metropolitan Statistical Area increases for the same 12-month period.
  - B. If CCH elects to have the Agreement cover the switching equipment and console only, then the payment for the first year of such agreement shall be specified as a fixed dollar amount per port, or seat, or user license, per month or other predetermined schedule of charges. Subsequent renewal terms of one year shall not increase from such specified schedule except on the same or lesser portion as the Revised Consumer Price Index or other index mutually agreed upon by vendor and CCH for the Richmond VA. Standard Metropolitan Statistical Area increases for the same 12-month period.
  - C. Vendors are encouraged to provide Maintenance Agreement cost incentives if CCH should elect to accept multiple years of services in a single agreement.
  - D. As a part of the maintenance agreement, the vendor agrees to update the system with the newest revision possible. Updates must be tested and certified by the vendor to be “bug free” prior to the installation.

## **Section II: Proposed Specifications and Installation Requirements**

### **2.1 Data Service Specification and Installation Requirements**

#### **Background: Current Data Network Configuration**

##### **T1 Circuit and Comcast Circuit Background**

The City of Colonial Heights currently has a mix of T1 circuits and Comcast cable modem circuits throughout each location. All of the locations with T1 circuits use Comcast cable modem circuits as their primary Internet Service Provider, but will failover to the T1s in the case of a Comcast outage. The City has T1 Circuit and Comcast circuits in the following locations:

<b>Location</b>	<b>Physical Address</b>	<b>Type of Circuit</b>	<b>Comcast Internet Service Provider?</b>
CH Public Works Administration	501 LAKE AVENUE	Comcast	Yes – only ISP
CH Fleet Maintenance	501 LAKE AVENUE	Comcast	Yes – only ISP
CH Traffic Engineering	527 SPRINGDALE AVENUE	Comcast	Yes – only ISP
CH Fire Station 2	215 DUNLOP FARMS BLVD	1.5 MB Frame Relay, Internet	Yes – but has failover to T1
CH Senior Center/Teen Center	157 ROANOKE AVENUE	Comcast	Yes – only ISP
CH Parks Building	157 ROANOKE AVENUE (BACK)	Comcast	Yes – only ISP
CH Law Library	401 TEMPLE AVENUE	Comcast	Yes – only ISP
CH Commonwealth's Attorney	401 TEMPLE AVENUE	1.5 MB Frame Relay*	Yes – but has failover to T1
CH Sheriff's Office	401 TEMPLE AVENUE	1.5 MB Frame Relay*	Yes – but has failover to T1

CH Utilities	2701 CONDUIT ROAD	Comcast	Yes – only ISP
CH Library	1000 YACHT BASIN DRIVE	1.5 MB Frame Relay, Internet	Yes – but has failover to T1
CH City Hall/Public Safety Building	100-B HIGHLAND AVENUE	3 MB Frame Relay, Internet	Yes – but has failover to T1
CH Violet Bank Museum	326 ROYAL OAK AVENUE	Comcast	Yes – only ISP
CH Public Works Foremen's Office	501 LAKE AVENUE	Comcast	Yes – only ISP
CH Recreation – Shepherd Stadium	901 MERIDIAN AVENUE	None	Yes – only ISP

\*Commonwealth Attorney's Office and Sheriff's Office share the T1 for access to Police Shield Database, and share the Comcast line for Internet and backup. THIS OFFICE ALSO HAS DIFFERENT ISDN LINES AND STATE OF VIRGINIA VOICE / DATA LINES. VENDOR SHOULD REVIEW CLOSELY.

- 2.1.1 It is the intent of CCH to upgrade our current T1 point-to-point data network with a fully meshed MPLS or equivalent solution(s). WAN proposed should be highly redundant and should have multiple failover points to prevent widespread outages. Vendors are highly encouraged to propose other options available.
- 2.1.2 Although CCH would like to upgrade every site to the MPLS or equivalent solution(s), in some cases, it may not make financial sense. We expect that some sites will remain on our current connectivity using Comcast. Vendor(s) are highly encouraged to provide CCH with a proposal to include those sites that are not currently on T1 with a clear breakdown of the cost associated by adding those sites. Vendor must also provide a secure WAN design that will support connectivity with sites that will not be on the MPLS or equivalent solution(s).
- 2.1.3 For the sites that are selected for upgrade to the fully meshed MPLS or equivalent solution(s), it is the intent of CCH to replace any current T1 circuits with new circuits when possible.
- 2.1.4 For each of the locations, CCH would like to have a list of pricing for various bandwidths (10MB, 20MB and 50MB) for MPLS or equivalent solution.
- 2.1.5 For each of the locations, CCH would like to have a list of pricing for various bandwidths (10MB, 20MB and 50MB) to the Internet.

- 2.1.6 The awarded vendor will work with and assist CCH IT department and current network management vendor, ProActive Information Management, LLC. to coordinate all installation and configurations.
- 2.1.7 The awarded vendor will be responsible for the installation of interconnection to the demark and from the demark to the new or existing equipment.
- 2.1.8 The awarded vendor will be responsible for the installation of any new wiring, the testing of the wiring and the verification of those tests.
- 2.1.9 The awarded vendor will be responsible to provide CCH with a cutover plan which describes and includes the:
  - A. Methods to be used to assure continuity of City's current services during and all phases and locations of installation.
  - B. Methods of working or "meshing" with Comcast and T1 Circuits to create full redundancy and failover when possible.
  - C. Schedule, testing and expected timeframe of circuit delivery must be set forth and approved by the IT Department.
  - D. Space, room, closet access, power and personnel requirements that will be the responsibility of CCH must be specified.
  - E. Coordination of public IP changes to insure that public IP's pointed to the internal network are changed and scheduled to ensure minimal system disruption.
  - F. The actual cutover must take place over a period of time acceptable to CCH and with minimal disruption of service.
- 2.1.10 CCH must have the ability to periodically (at least annually) review all communications network, voice /data and internet costs during the life of the contract, and in the event of a change in current market conditions, CCH must have the ability to take advantage of any lower pricing available during the contract term.
- 2.1.11 Vendor(s) must guarantee that the monthly prices for the contracted services will not increase over the life of the contract. Vendor must guarantee price stability or a written explanation as to what you will offer.
- 2.1.12 It is the vendor's responsibility to confirm and insure that data services proposed and any other services and plans that exist in the current CCH data solution are accounted for and proposed. Furthermore, the awarded vendors will insure that the services proposed and provided are equal to or better than the existing services.

## **2.2 Voice Service Specification and Installation Requirements**

- 2.2.1 It is the intent of CCH to upgrade and consolidate the current voice / PRI service. It is the goal of CCH, as a part of this proposal, to reduce the monthly voice service cost. The voice service proposed should be highly redundant and should have multiple failover points to prevent widespread outages. Vendors are highly encouraged to propose other options available.
- 2.2.2 The awarded vendor must provide CCH a proposal with the following considerations:
- A. Methods to reduce overall monthly cost for local and long distance charges.
  - B. Provide both digital / IP based and or analog voice solutions to each site including the remote sites.
  - C. Provide and consider solutions for analog based phone lines (POTS lines) to serve traffic signal and other industrial appliances and applications throughout areas of the city.
  - D. Methods to eliminate or redesign the current analog lines requirements when possible to reduce monthly cost.
- 2.2.3 A copy of the current voice/data bills can be made available upon request to help the vendor determine and provide a proposal that will best help the city determine ways to reduce cost. Vendor must attend the pre-bid meeting to receive this information.
- 2.2.4 It is the vendor's responsibility to confirm and insure that all locations, lines, DIDs, phone numbers, voice features sets (i.e. Call forwarding, caller-ID, and etc.) and any other services and plans that exist in the current CCH voice solution are accounted for and proposed. Furthermore, the awarded vendors will insure that the services proposed and provided are equal to or better than the existing services.
- 2.2.5 The awarded vendor will be responsible for the installation of interconnections to the demark and from the demark to the new or existing telephony equipment
- 2.2.6 The awarded vendor will be responsible for the installation of any new wiring, the testing of the wiring and the verification of those tests.
- 2.2.7 The awarded vendor will be responsible to provide CCH with a cutover plan which describes and includes the:
- A. Methods to be used to assure continuity of City's current voice services during and all phases and locations of installation.
  - B. Schedule, testing and expected timeframe of voice circuit delivery must be set forth and approved by the IT Department.
  - C. Space, room, closet access, power and personnel requirements that will be the responsibility of CCH must be specified.



- D. Schedule for all existing phone numbers, both digital and analog, DID's must be ported and accounted for.
  - E. Actual voice cutover must take place over a period of time acceptable to CCH and with minimal disruption of service.
- 2.2.8 CCH must have the ability to periodically (at least annually) review all communication network and internet costs during the life of the contract, and in the event of a change in current market conditions, CCH must have the ability to take advantage of any lower pricing available during the contract term.
- 2.2.9 Vendor(s) must guarantee that the monthly prices for the contracted services will not increase over the life of the contract. Bidder must guarantee price stability or a written explanation as to what you will offer.

## **2.3 Telephone Equipment Specification and Installation Requirements**

### **Telephone Equipment Background:**

The City made an initial investment in an Avaya Definity G3si Private Branch Exchange (PBX) telephone hub-system sometime in the early 1990s. The system was installed (by Avaya-Direct and corporate predecessors) in the City Hall building located at 100A Highland Ave., Colonial Heights, VA 23834 and originally served the City Hall and surrounding offices. As the City grew and additional employees and operational locations (estimated at 19 locations to date) were added the initial Avaya Definity hub system *was not extended* to all City locations. Instead many had stand-alone Avaya key telephone units (KTU) installed such as the Merlin-Legends or as with the new Library, an Avaya IP-Office.

At the present time, the City has two hundred and ten (210) telephone handsets in the City. Of the 210 handsets, forty seven (47), are at the City's Courthouse. The City has started construction of a new courthouse, which is scheduled to be completed in September 2013. Our present courthouse has 27,000 sq feet, while the new courthouse will have 56,000 sq feet. Needless to say, the number of phone sets in the new courthouse will be more than the 47 we presently have.

Not all the phone sets in the City are the same. Some Administrative Assistance, have a phone set with more options (ex: conferencing, call appearance of their supervisor, etc), while a general office worker, may not need all of these functions.

### 2.3.1 Telephone System Equipment, Features and Installation Detail:

The telephone system and voice/data services selected as a result of this RFP process, unless hosted, will be installed in the CCH Public Safety Building, radio room, located at 100A Highland Ave. Colonial Height, VA 23834, and activated per the specifications of this RFP in a parallel operation to the existing Definity PBX located in the City Hall.

The following details also apply:

- A. The new IP/PBX will have trunking separate from the existing CCH PBX.
- B. The new IP/PBX will provide future upgradability up to 400 end points within the CCH distributed locations. The new IP/PBX will also provide features better or equal to popular industry standard Unified Communication systems. They should be digital where installed Cat-5/5E wiring will permit and IP to other locations. The intent is to replace POTS with IP and provide services where none exist today.
- C. Each vendor must provide designs plans incorporating remote sites to be considered.
- D. The CCH WAN and respective LANs shall be used to the fullest extent possible. Vendors are encouraged to perform individual network analysis, QOS evaluations and provide within their proposals a *precise list of additional circuits* and/or LAN/WAN hardware necessary to complete the system wide installation. (CCH currently have Cisco POE Voice capable switches in the City Hall and PSB Building. If additional POE switches and other equipment are required. CCH will procure such items from a different contract vehicle)
- E. The vendor's ability to provide a wireless telephony phones / devices as a part of the communications solution will be noted in the overall system evaluation. Vendor(s) who cannot respond to this section of the RFP will not be disqualified from consideration for the PBX system award. If the vendor does not respond to the wireless portion, an explanation is required and a recommendation included on how vendor(s) would ultimately satisfy this requirement.
- F. Any material or equipment necessary for proper operation of the System not specified or described herein shall be called to the attention of CCH purchasing department prior to submitting the proposal.
- G. In the installation of the System, the successful vendor shall comply in every way with the requirements of state and local laws, codes, and ordinances. No claims for additional payment will be approved for changes required to comply with codes, ordinances, and regulations in effect on date of proposal, since it is the vendor's responsibility to become familiar with such requirements before submitting the proposal.

- H. Prior to cutover, two complete sets of manufacturer's maintenance, service, and operating manuals, all systems user name and passwords not limited to, system portal(s), "web based" tools, administrative websites or any other administrative tool's main administrative user name and passwords of the system or solution shall be provided by the successful vendor to CCH. Vendor shall also provide to CCH a printout of the System software as configured for CCH at time of cutover. If possible, vendor must provide CCH with a backup copy of the final system configuration. **This is a mandatory requirement in order to obtain final payment.**
- I. The quantities stated on any supplied drawings and specifications are generic designs, estimates and approximations only, and any errors or variations therein shall not affect the obligations of the successful vendor to complete the work herein contemplated, nor shall such errors or variations be made the basis for any claim by the successful vendor for adjustment of the unit prices. Any necessary changes to the lump sum price will be calculated using the unit prices supplied in the response to this RFP.
- J. The award vendor must also include a written statement describing upgradability of the system, cost of upgrades such as add/deleting handsets, cost of upgrade the software and hardware feature including labor, training and installation.
- K. At the discretion of CCH, CCH may ask the successful vendor(s) to certify that the proposed telephony hardware (which includes main system, handsets or any other devices provided as a part of the proposal) has the newest version of operating system, software, features, updates; upgrades release available to-date. If an update or upgrade is out within 120 days from the completion acceptance by CCH, the awarded vendor(s) must perform the upgrades necessary at no additional charge to CCH after it has been test and proof to be "bug free" by the vendor.
- L. the successful vendor(s) will provide CCH an End-of-Life statement to insure that the equipment will be support by the manufacture and run parallel to the contractual terms of this RFP.

#### 2.3.2 Feature Requirements of the Telephony system:

- A. Vendor must meet or exceed feature requirement outlined in Appendix A: "List of system features." Any proposed system which fails to meet the mandatory features will not be considered.
- B. In addition to the features required in Appendix A, the vendor must demonstrate the following:
  - a. Define the method of achieving system expansion, i.e., ports and storage.
  - b. Define how the system administrator controls, manages, and makes changes within the system.

- c. Is the VPS (Voice Processing System) administrative-management system integrated with and uniform with the IP/PBX admin system?
  - d. List the backup capabilities and any redundancies of the system.
  - e. Give at least five (5) references within the State of Virginia, who are currently using the referenced system. Preference to local government entities in central Virginia.
- C. If there are any features that, when provided with the system, exclude other features, these shall be note on a separate document. In addition, if certain features require the provision of other features, they shall be on a separate document. In addition, if there are any limitations in the use of the features listed or limitations in the quantities available shall be noted in the same document. (ie. If CCH were to user 80-90% of IP or feature-rich digital sets, would this decrease either the capacity of total port utilization, or processing power?).

### **2.3.3 System Management and Reporting Features:**

- A. Each vendor is required to submit a brief paragraph and/or brochure on the proposed system management software. Indicate hardware platform, disk/RAM requirements and whether an adjunct PC is included in proposed cost.
- B. If CCH must provide a PC or other hardware, please list minimum requirements.
- C. Inherent system fault detection, diagnosis, and repair reports and requirements shall be accessible locally and remotely over telephone lines. The information shall indicate the fault type, failed-element location, and information regarding whether the fault is continuous or intermittent. Specific self-test program sections shall be capable of being run on command to determine if the fault has been cleared. Remote access to observe individual station and trunk activity should be available. Traffic data should be available to support potential network adjustments
- D. The system must be able to generate and provide reports to count feature usage, busy conditions, equipment-all-busy, errors detected, and alarms. Local and remote access shall be included for readout of traffic information. Traffic information should include trunk CCS usage, console usage, and usage of any other internal hardware which could be traffic sensitive. This capability should operate transparently regardless of distance or location of remote hardware. Define how this is accomplished.
- E. Provide Call Detail Recording /Reporting (CDR) through a call accounting system. The City desires a system, which includes software and any

hardware application, that will capture and record, all inbound and outbound telephone calls. Such features as time of call, duration of call, call to location, and tracking calls by extension is desired. The main purpose of this system, will be to allocate charges back to individual departments within the City. The City will need the ability to look at information on line, and also have the ability, for reports to be printed.

- F. Provide a detailed list of CDR software features. Indicate those that operate real-time and those that are historical. Also provide a list of reports and indicate if they are IP/LAN deliverable.
- G. Indicate if the CDR Server is included in the proposal. If not, provide technical requirements and estimate cost.

#### **2.3.4 Installation and Training Requirements:**

##### **2.3.4.1 General:**

The installation shall conform to manufacturer's latest instructions, industry standards, and the rules governing such installations as set forth by the FCC and all governmental entities having jurisdiction over this location. Any variation in the above requirements must be called to the attention of purchasing and the IT department of CCH

##### **2.3.4.2 Management Plan:**

The proposal shall include a plan and corresponding schedule for implementation of the System including: design, engineering, delivery, installation, services, and maintenance of the proposed Telephony System. This plan shall include the following: Single point of Schedule for implementation showing expected milestone dates (expressed in weeks, after contract award) for each major activity, i.e., equipment delivery, cabling, installation, testing, set installation, cutover, and training.

- a. A description of all tasks to be performed by CCH prior to and during cutover.
- b. Schedule for implementation showing expected milestone dates (expressed in weeks, after contract award) for each major activity, i.e., equipment delivery, cabling, installation, testing, set installation, cutover and training).

##### **2.3.4.3 Cutover Plans:**

Each proposal shall contain a cutover plan which describes the methods to be used to assure continuity of City service during all phases and all locations of installation. Any space, power, and personnel requirements that will be the

responsibility of CCH must be specified. The schedule upon which the cutover will be accomplished must also be set forth. The actual cutover must take place over a period of time acceptable to CCH and with a minimal disruption of service.

#### **2.3.4.4 Training:**

- A. The vendor who is awarded the contract must provide a training plan detailing how the training will be provided. The training plan shall include “hands-on” training; qualified instructors to conduct this training shall be supplied by the vendor.
- B. The training must be provided by the vendor on location or where is convenient for CCH. A training room may be provided by CCH to provide for the training. Awarded Vendor shall work with the management team of choice by CCH to facilitate and determine training location and schedule.
- C. Vendor shall provide training after cutover on a periodic basis as requested by CCH. If this training is not included in the warranty and subsequent maintenance agreement price, the cost of providing training shall be stated separately.
- D. The awarded vendor will be required to fully train CCH’s IT Manager and or at least two assistants in the proper use of the terminal device used for PBX and VPS software changes, various reports, CDR, and traffic studies. This training shall include, but is not limited to, extracting data, port changes, class of service changes, number changes, and network reconfigurations. Any cost associated with initial or subsequent training shall be so stated.

#### **2.3.4.5 Installation Cleanup and Removal:**

At the completion of each day's work, all rubbish resulting from the system installation shall be removed from the premises, particularly from all offices and hallways.

#### **2.3.4.6 Installation Responsibility:**

Unless otherwise arranged, the vendor awarded the contract shall provide and be financially responsible for all equipment, tools, labor, transportation, logistical support and any other facilities necessary for completion of the installation, including freight and delivery charges.

- A. **MANDATORY:** Should vendor subcontract any portion of the installation, the subcontracting company and description of work to be performed is to be fully documented and supplied to CCH and CCH IT Department for approval. The vendor awarded the contract shall be solely responsible for all work performed and materials provided by subcontractors.
- B. **MANDATORY:** All contractors, regardless of affiliations to the awarded vendor(s) must be cleared of a background security check by CCH’s sheriff’s office prior to any installation or training deployment.

#### **2.3.4.7 Inspections:**

- A. CCH and ProActive Information Management, LLC shall retain the right of inspection of the work at any time.
- B. Any material or work which does not comply with the specifications shall be subject to rejection. Any such rejected work or material shall be immediately replaced and made to conform to said specifications. All material must comply with the proposed solution(s).
- C. Any stoppage, delay, suspension, or forfeiture due to a rejection shall in no way invalidate any terms of the contract and no additional charges will be allowed vendor by reason of such stoppage or suspension.

#### **2.3.4.8 Changes and Change Order:**

- A. No changes shall be made, nor will bills for changes, modifications, extra orders, deviations, or alterations be recognized or honored except upon a written order from CCH's purchasing officer Larry Melvin. Furthermore, overtime charges shall not be honored except upon a written order from CCH's purchasing officer Larry Melvin.
- B. Vendor will provide, at no cost to CCH, software changes such as classes of service, pick-up, hunt, and distribution groups during the warranty period and for subsequent periods thereafter so long as a maintenance agreement remains in effect.

#### **2.3.4.9 Building Repairs:**

- A. The vendor and any subcontractors who are awarded the contract shall be liable for any repairs made necessary by the work or caused by negligence on the part of employees. Any repairs required shall be made and charged to vendor, who shall also take the necessary precautions to protect building areas adjacent to his work.

#### **2.3.4.10 Layouts and Drawings:**

The selected vendor is required to submit details of any custom designs applicable to the vendor's System, for approval. This submission must include, but is not limited to, the following:

- A. Detailed layout of each telephone equipment room.
- B. Detailed layout of attendants' console location.
- C. Detailed drawings of any internal structural modifications.
- D. Wiring diagram of station equipment and feeder boxes at all locations.
- E. Wiring diagram of all required outside plant facilities.

**Final payment will not be made until this requirement is met.**

### **2.3.5 Technical References, documentation and Brochures:**

Each vendor is required to include all pertinent technical information such as brochures, system specifications, et cetera, in all proposals, along with a statement that these publications may be made a part of a subsequent contract. These documents should be made available electronically when possible.



**Appendix A:**  
**List of Based System Features**

CCH **requires** that the following system features be available in the base proposal:

<ul style="list-style-type: none"><li>• Accounting Codes</li><li>• Cost Allocation Codes and Reporting</li><li>• Auto Attendant</li><li>• Automated Information Center</li><li>• Call Block</li><li>• Call Forwarding</li><li>• Call Appearance of another phone line</li><li>• Call Hold</li><li>• Call Park</li><li>• Caller ID</li><li>• Call History Log</li><li>• Call Mute</li><li>• Call Redial</li><li>• Call Transfer</li><li>• Call Waiting</li><li>• Conference Calling</li></ul>	<ul style="list-style-type: none"><li>• Day/Night Modes</li><li>• Direct Inward Dialing</li><li>• Direct Outward Dialing</li><li>• Distribution Groups</li><li>• Do Not Disturb</li><li>• Fax</li><li>• Find-me/Follow-me</li><li>• Message Waiting Indicator</li><li>• Paging/Intercom</li><li>• Speed Dial Lists</li><li>• Voicemail</li></ul>
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PLEASE NOTE: FEATURES INCLUDED ABOVE MUST WORK ON ALL TYPES OF HANDSETS. IF THERE IS A FEATURE THAT WILL WORK , DEPENDING ON THE HANDSET SELECTED, PLEASE NOTE ON A SPEARTE DOUCMENT. FAULURE TO DO MIGHT RESULT IN DISQUIFICATION.

\*\*\*\*\* Vendors are strongly encouraged to list any additional system features that are available, noting whether such features are included in the base proposal. If not included in the base proposal, submit a separate related cost list, under the pricing section of the proposal. (For Example: wireless phones, voicemail to email, hold music/information) \*\*\*\*\*